

FIG. 2

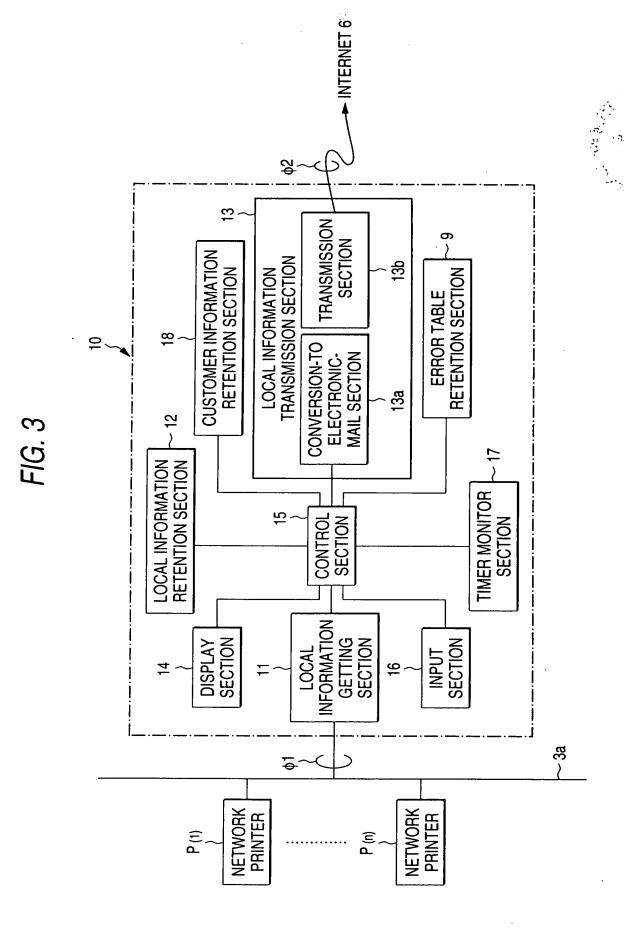


FIG. 4

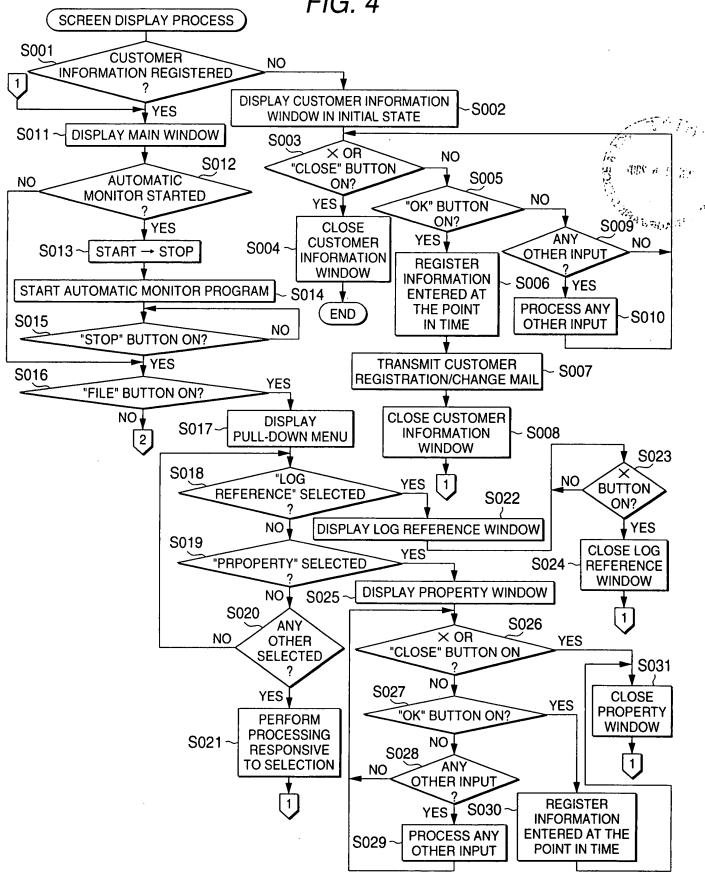
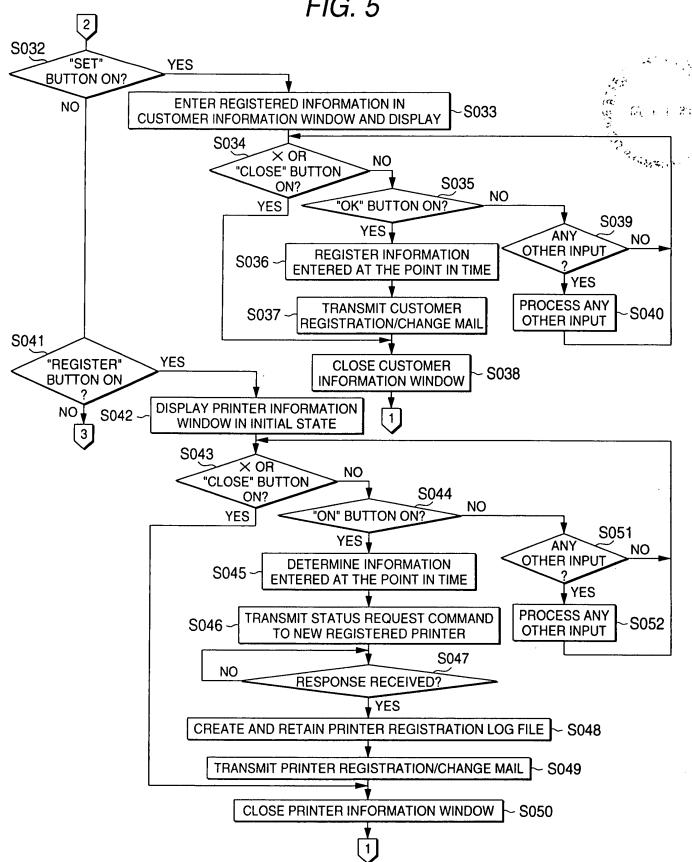
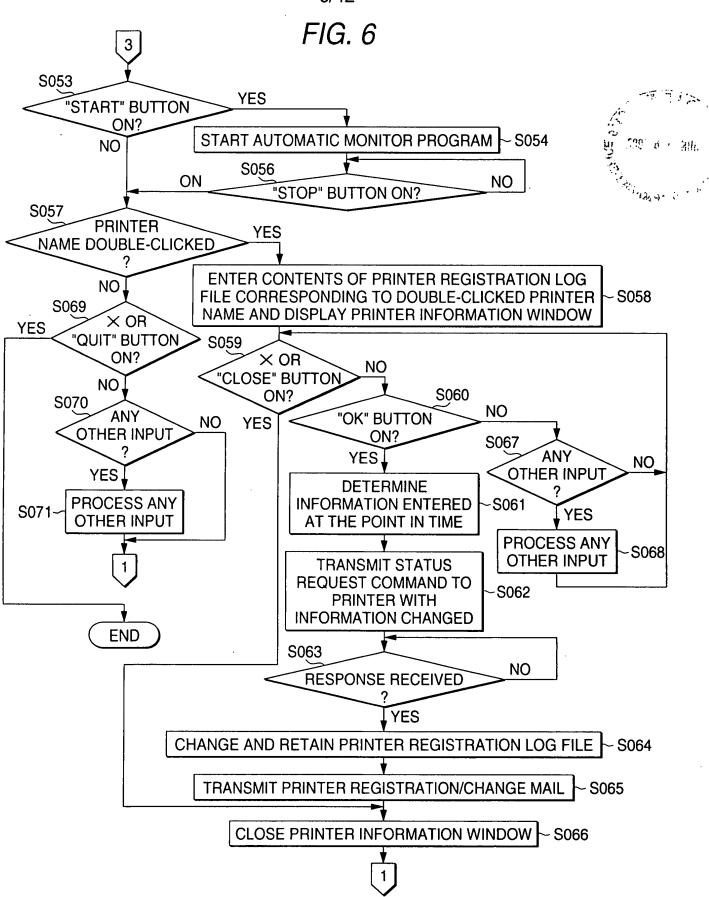


FIG. 5







and mate

FIG. 7

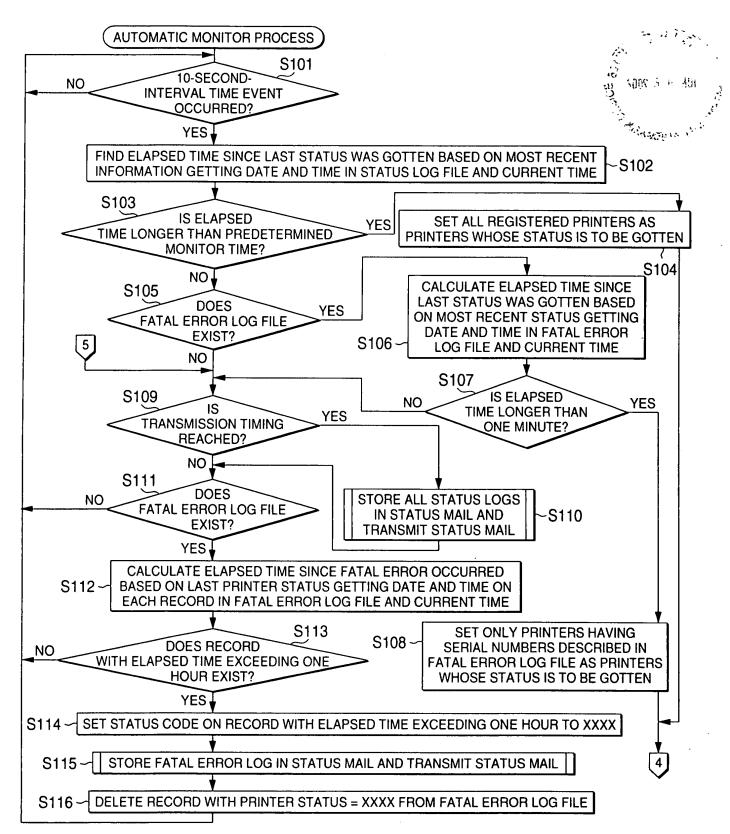


FIG. 8

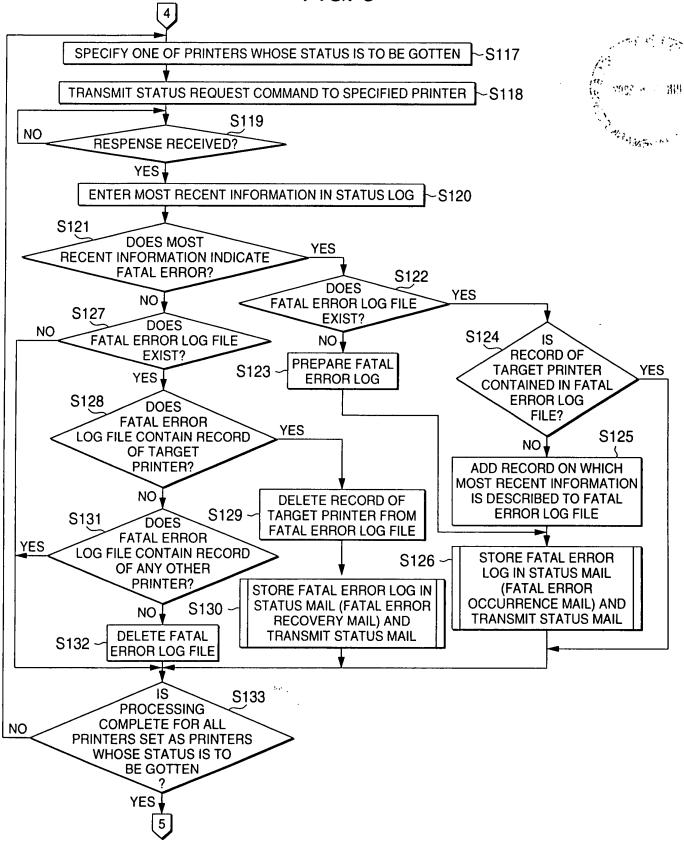


FIG. 9

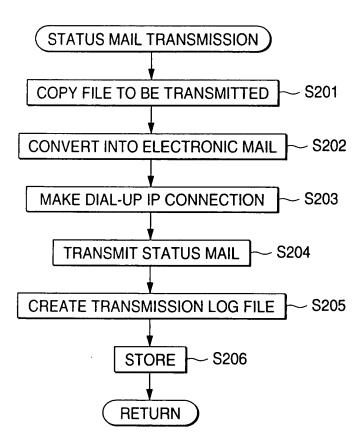
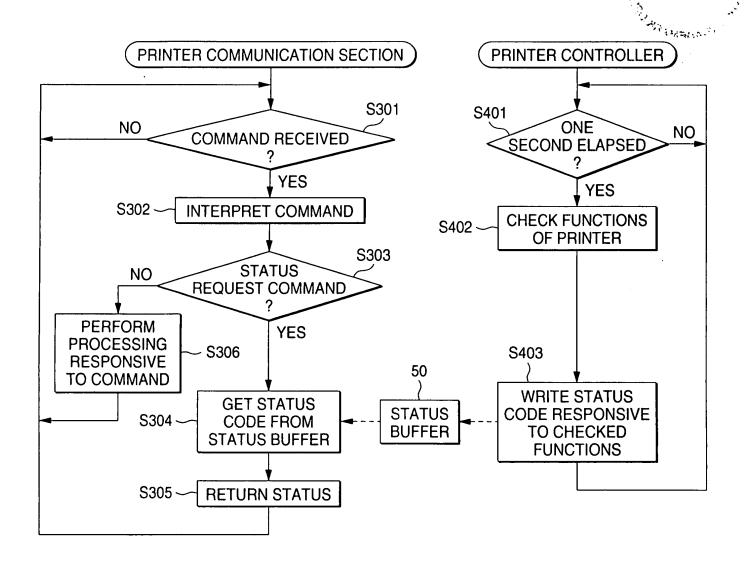


FIG. 10



X
š
CLOSE
E L
EXPORT
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**!*



ITEM	MESSAGE
Subject	CDS CustomerMessage

MAIL TEXT FORMAT

CUSTOMER NAME BEFORE CHANGE	CUSTOMER NAME BEFORE CHANGE (BLANK FOR NEW CUSTOMER)
CUSTOMER NAME AFTER CHANGE	CUSTOMER NAME AFTER CHANGE (DITTO FOR NEW CUSTOMER)
ADDRESS 1	CUSTOMER ADDRESS 1
ADDRESS 2	CUSTOMER ADDRESS 2
TEL 1, TEL 2, TEL 3	CUSTOMER TELEPHONE NUMBER
FAX 1, FAX 2, FAX 3	CUSTOMER FAX NUMBER
ADMINISTRATOR	CUSTOMER ADMINISTRATOR
MAIL ADDRESS	MAIL ADDRESS OF AGEN UNIT ADMINISTRATOR
REMARKS	REMARKS
UPDATE DATE AND TIME	LAST UPDATE DATE AND TIME IN AGENT UNIT

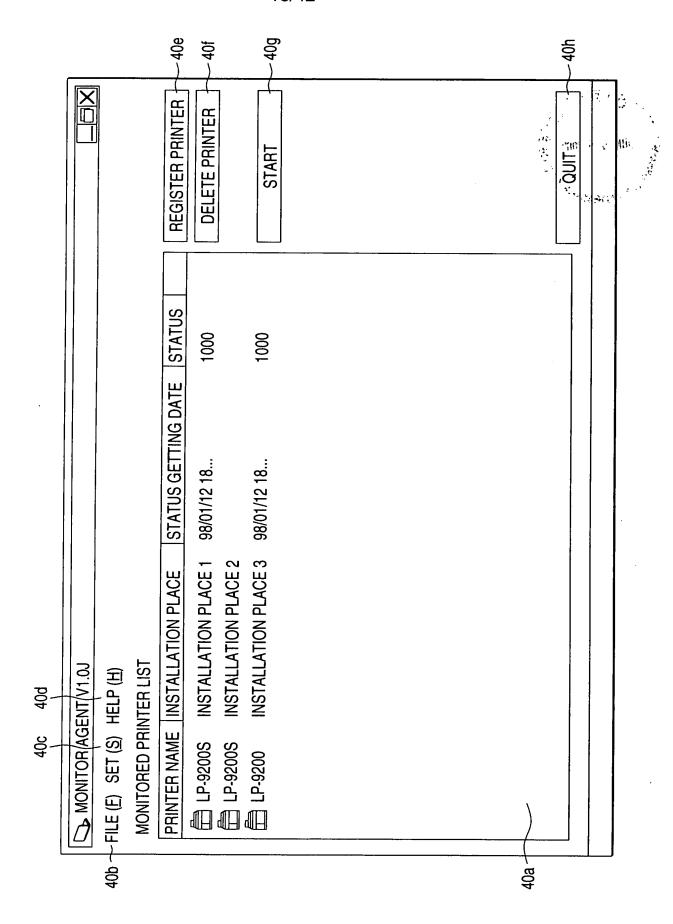


FIG. 13

FIG. 14

□ LOG REFERENCE	
aspa@xxxxxxxxxxxxx97/10/31 19:39:00.0	_
aspa@xxxxxxxxxxxxx97/10/31 19:41:53.0	
aspa@xxxxxxxxxxxxx97/10/31 19:48:40.0	
aspa@xxxxxxxxxxxxx97/10/31 19:49:39.0	
aspa@xxxxxxxxxxxxx97/10/31 19:50:49.0	
aspa@xxxxxxxxxxxxx97/10/31 19:52:42.0	
aspa@xxxxxxxxxxxxx97/10/31 19:54:47.0	
aspa@xxxxxxxxxxxxx97/10/31 19:56:50.0	
aspa@xxxxxxxxxxxxx97/10/31 19:58:53.0	
aspa@xxxxxxxxxxxxx97/10/31 20:00:56.0	
aspa@xxxxxxxxxxxxx97/10/31 20:02:58.0	
aspa@xxxxxxxxxxxxx97/10/31 20:05:00.0	
aspa@xxxxxxxxxxxxx97/10/31 20:07:03.0	
aspa@xxxxxxxxxxxxx97/10/31 20:09:06.0	1 1
aspa@xxxxxxxxxxxxx97/10/31 20:11:09.0	
aspa@xxxxxxxxxxxxx97/10/31 20:13:12.0	

FIG. 15

□ PROPERTY	\times
MONITOR ————————————————————————————————————	
PRINTER MONITOR INTERVAL: HOURS 1 MINUTES	CLOSE
MONITOR ITEMS:	
LOG -]
TRANSMISSION LOG MAXIMUM SIZE: 100 kByte	

PRINTER INFORMATION	**************************************
MONITORED PRINTER IP ADDRESS: 192 168	8 1 52 OK
PRINTER S/N: 222222222	1 CLOSE
PRINTER INSTALLATION PLACE: INSTALLAT	TION PLACE 1
MONITOR	R O NOT MONITOR
PRINTER INFORMATION	· · · · · · · · · · · · · · · · · · ·
MANUFACTURER: EPSON	
PRODUCT NAME: LP-9200S	
PRINTER TYPE: PAGE	
\	'

12c

IP ADDRESS	IP ADDRESS OF PRINTER
SERIAL NUMBER	SERIAL NUMBER OF PRINTER MONITORED BY AGENT UNIT EXAMPLE: AAX0027122
PRINTER INSTALLATION PLACE	INSTALLATION PLACE OF PRINTER
PRINTER MANUFACTURER NAME	MANUFACTURER NAME OF PRINTER
MODEL NAME	PRINTER NAME
PRINTER TYPE	PAGE: PAGE PRINTER COLOR PAGE: COLOR PAGE PRINTER
MONITOR FLAG	DETERMINATION AS TO WHETHER OR NOT PRINTER IS TO BE MONITORED 0: NOT MONITOR 1: MONITOR
DATE AND TIME	DATE AND TIME AT WHICH STATUS WAS GOTTEN
STATUS CODE	CURRENT STATUS CODE

FIG. 18

MAIL HEADER FORMAT

1	ITEM	MESSAGE		
	Subject	CDS PrinterMessage		

MAIL TEXT FORMAT

"SERIAL NUME BEFORE CHAN		"SERIAL NI , AFTER CH		1 •				ACE"	,		NTER ME"	,
"PRINTER TYPE"	,	"CUSTOMER NAME"	"ADD	RESS		"ADDI		1	"TE	L 1"	,	
"TEL 2"	,	"TEL 3"	,	"FAX	1"	,	"FA	X 2"		,		·
"FAX 3"	,	"ADMINIS- TRATOR"	, "MA	AIL AD	DRES	SS",	"R	EMAI	RKS'	1 ,		

"UPDATE DATE	
AND TIME"	¥n

12a }

	- Catagoria
FIELD NAME	DESCRIPTION
CUSTOMER MAIL ADDRESS	MAIL ADDRESS OF CUSTOMER HAVING PRINTER WHOSE STATUS WAS GOTTEN
INFORMATION GETTING DATE AND TIME	DATE AND TIME AT WHICH MONITOR AGENT MONITORED FORMAT: EXAMPLE: 1997/09/30 13:39:17
S/N	SERIAL NUMBER OF PRINTER
PRINTER STATUS	STATUS CODE OF PRINTER MONITORED BY MONITOR AGENT
TONER REMAINING AMOUNT	TONER REMAINING AMOUNT (%) IN PRINTER STATUS
INK REMAINING AMOUNT 1	INK REMAINING AMOUNT (%): BLACK
INK REMAINING AMOUNT 2	INK REMAINING AMOUNT (%): CYAN
INK REMAINING AMOUNT 3	INK REMAINING AMOUNT (%): MAGENTA
INK REMAINING AMOUNT 4	INK REMAINING AMOUNT (%): YELLOW
WASTE TONER	WASTE TONER BOX USE AMOUNT
OIL ROLL	OIL ROLL REMAINING AMOUNT
PHOTOSENSITIVE UNIT REMAINING LIFE	REMAINING LIFE OF POHOTOSENSITIVE UNIT IN PRINTER STATUS
TOTAL NUMBER OF PRINT SHEETS	TOTAL NUMBER OF PRINT SHEETS
IN TERMS OF MONOCHROME PRINT	TOTAL NUMBER OF PRINT SHEETS IN TERMS MONOCHROME PRINT
COLOR RATIO	COLOR PRINT RATIO

	Z13	x Z13	y 28 Z13z
	ERROR LEVEL)	CODE)	DISPLAY STATUS MESSAGE
E1-	× Fatal Error	> 6000 XXXX	SERVICE CALL ERROR FATAL ERROR CONTINUES FOR ONE HOUR OR MORE
E2	(i) Waning	2001 2002 2003 3000 3001 3004 4001 4003 4008 4009 4012 4014 4017	TONER IS GETTING LOW PRINT WITH SOME OMISSION BECAUSE OF MEMORY SHORTAGE MEMORY SHOULD BE ADDED PRINT OVERRUN MEMORY SHORTAGE MEMORY FOR PRINTING REAR SIDE IS INSUFFICIENT TONER OUT IC CARD OR DIMM WRITE RESULTED IN FAILURE PAPER JAM PAPER FEED ERROR PAPER JAM IN PAPER DISCHARGE SECTION UNAVAILABLE OPTION TYPE B INTERFACE CARD IS MOUNTED PAPER JAM IN DOUBLE-SIDED UNIT
E3	Information	1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1012 2000 2004 2005 2007 3003 4000 4002 4003 4004 4007 4010 4011 4013 4015 4016 4018 4019 4020	IDLE (PRINTABLE) UNPRINTABLE JOB EXECUTION (PRINTABLE) JOB CANCEL RESET PROCESSING IC CARD OR DIMM WRITE ENGINE WARMING UP POWER SAVE MODE FORCIBLE PAPER DISCHARGE ENGINE PRINT OPERATION TEST PRINT INACTIVE INTERFACE WRITABLE, BUT UNFORMATTED IC CARD OR DIMM IS INSERTED PASSED PAPER SIZE AND SIZE OF PAPER TO BE ATTEMPTED TO PRINT DO NOT MATCH DOUBLE-SIDED PRINT IS CANCELED PCMCIA CARD BACKUP POWER BATTERY HAS INSUFFICIENT CAPACITY PAPER SIZE SET TO SHEET FEEDER AND SIZE OF PAPER TO BE ATTEMPTED TO PRINT DO NOT MATCH TONER CARTRIDGE IS NOT SET PRINTER COVER IS OPEN UNAVAILABLE IC CARD, CARTRIDGE OR DIMM IS INSERTED IC CARD OR CARTRIDGE IS INSERTED OR EXTRACTED IN INSERTION/ EXTRACTION INHIBIT MODE PAPER CASSETTE IS NOT SET NO PAPER PAPER THAT CANNOT BE PRINTED IN PORTRAIT ORIENTATION IS SET IN PORTRAIT ORIENTATION DOUBLE-SIDED UNIT COVER IS OPEN MISMATCH BETWEEN PASSED PAPER SIZE AND SIZE OF PAPER TO BE ATTEMPTED TO PRINT IN DOUBLE-SIDED PRINT MODE UNAVAILABLE Localialk/serial Module IS MOUNTED PCMCIA CARD BACKUP BATTERY OUT COMMUNICATION ERROR OCCURRED IN SERIAL I/F
	i Information	7020	MISCELLANEOUS ERROR THIS ERROR OCCURS IF PRINTER POWER IS OFF OR ASP MONITOR AGENT DOES NOT NORMALLY OPERATE.



12d }

INFORMATION GETTING DATE AND TIME	DATE AND TIME AT WHICH FATAL ERROR OCCURRED. USED AS ONE-HOUR CONTINUATION DETERMINATION. FORMAT: EXAMPLE: 97/09/30 PM1:39:17
PRINTER SERIAL NUMBER	SERIAL NUMBER OF PRINTER MONITORED BY AGENT UNIT EXAMPLE: AAX0027122
IP ADDRESS	IP ADDRESS OF PRINTER TO BE MONITORED FOR ONE-HOUR CONTINUATION
PRINTER TYPE	PAGE: PAGE PRINTER COLOR PAGE: COLOR PAGE PRINTER
STATUS CODE	STATUS CODE WHEN FATAL ERROR OCCURRED

MAIL HEADER FORMAT

ITEM	MESSAGE
Subject	CDS Message: Mail Address

MAIL TEXT FORMAT

FIELD NAME	DESCRIPTION
CUSTOMER MAIL ADDRESS	MAIL ADDRESS OF CUSTOMER HAVING PRINTER WHOSE STATUS WAS GOTTEN
INFORMATION GETTING DATE AND TIME	DATE AND TIME AT WHICH MONITOR AGENT MONITORED FORMAT: EXAMPLE: 1997/09/30 13:39:17
S/N	SERIAL NUMBER OF PRINTER
PRINTER STATUS	STATUS CODE OF PRINTER MONITORED BY MONITOR AGENT
TONER REMAINING AMOUNT	TONER REMAINING AMOUNT (%) IN PRINTER STATUS
INK REMAINING AMOUNT 1	INK REMAINING AMOUNT (%): BLACK
INK REMAINING AMOUNT 2	INK REMAINING AMOUNT (%): CYAN
INK REMAINING AMOUNT 3	INK REMAINING AMOUNT (%): MAGENTA
INK REMAINING AMOUNT 4	INK REMAINING AMOUNT (%): YELLOW
WASTE TONER	WASTE TONER BOX USED AMOUNT
OIL ROLL	OIL ROLL REMAINING AMOUNT
PHOTOSENSITIVE UNIT REMAINING LIFE	REMAINING LIFE OF POHOTOSENSITIVE UNIT IN PRINTER STATUS
TOTAL NUMBER OF PRINT SHEETS	TOTAL NUMBER OF PRINT SHEETS
IN TERMS OF MONOCHROME PRINT	TOTAL NUMBER OF PRINT SHEETS IN TERMS OF MONOCHROME PRINT
COLOR RATIO	COLOR PRINT RATIO

TRANSMISSION DESTINATION MAIL ADDRESS	MAIL ADDRESS OF CONSOLE UNIT TO WHICH MAIL IS TO BE TRANSMITTED EXAMPLE: aspc@xxx.xxx.co.jp
SERIAL NUMBER	SERIAL NUMBER OF PRINTER MONITORED BY AGENT UNIT EXAMPLE: AAX0027122
TRANSMISSION DATE AND TIME	DATE AND TIME AT WHICH AGENT UNIT TRANSMITTED STATUS EXAMPLE: 97/09/30 PM 1:39:17
TRANSMISSION STATUS	MAIL TRANSMISSION STATUS 0: NORMAL, NOT 0: ERROR

FIG. 24

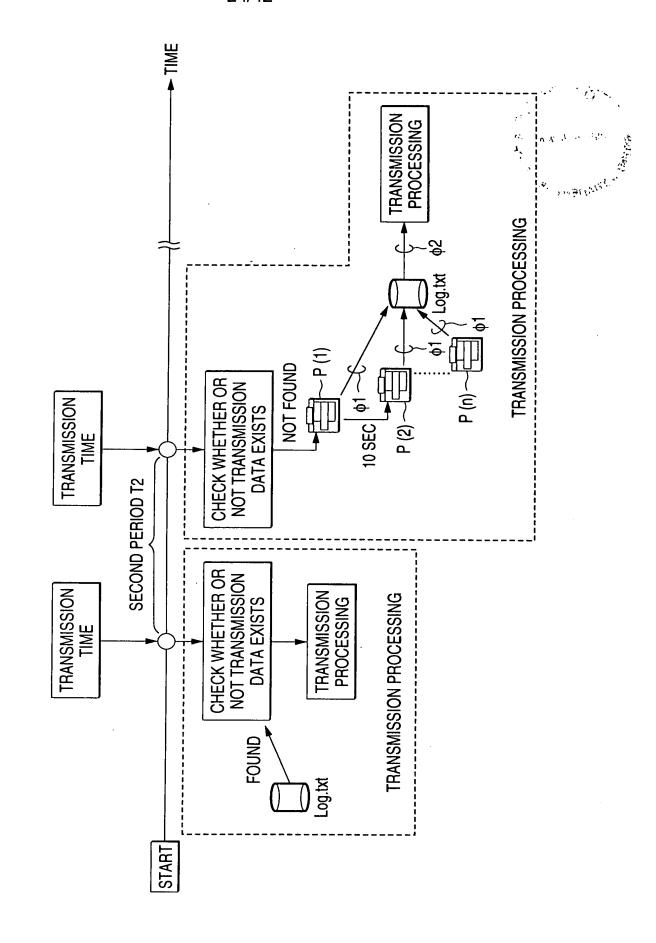
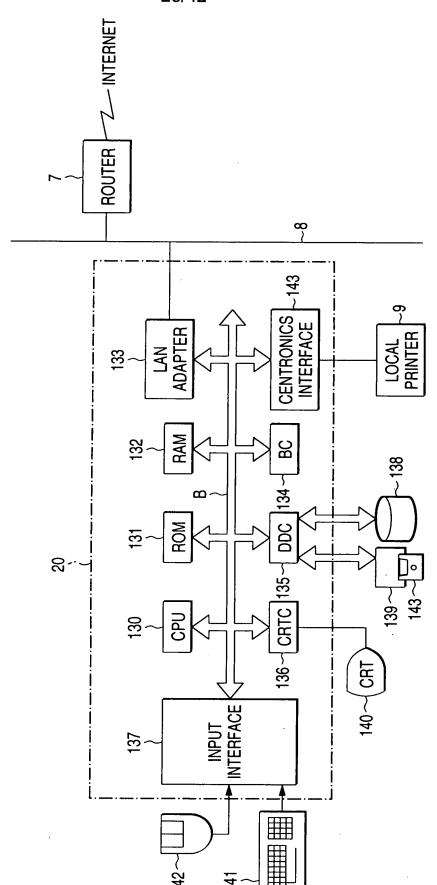
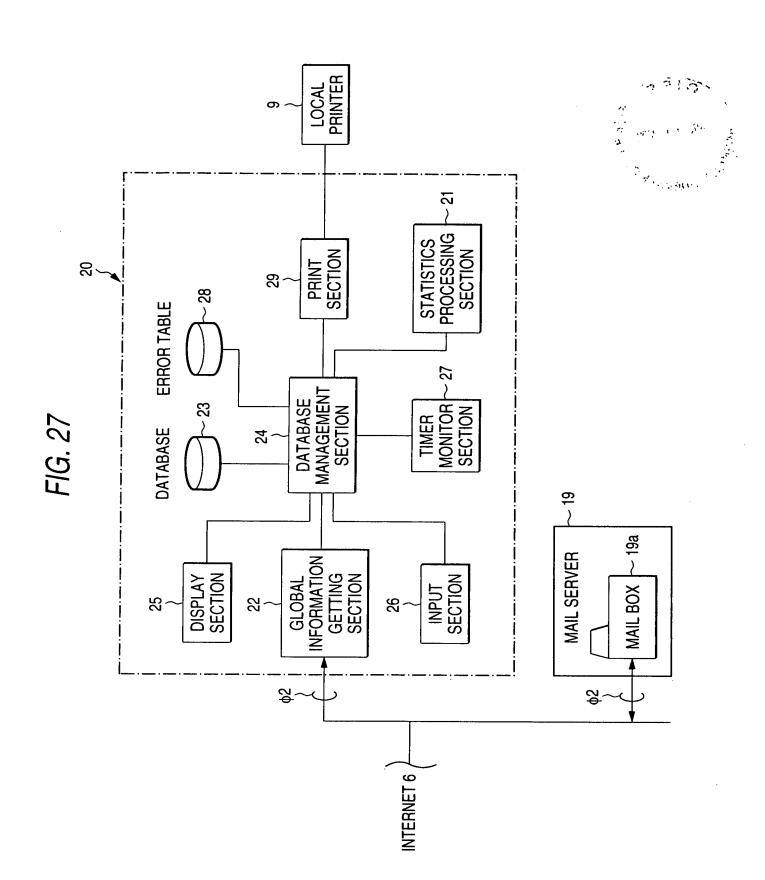


FIG. 2





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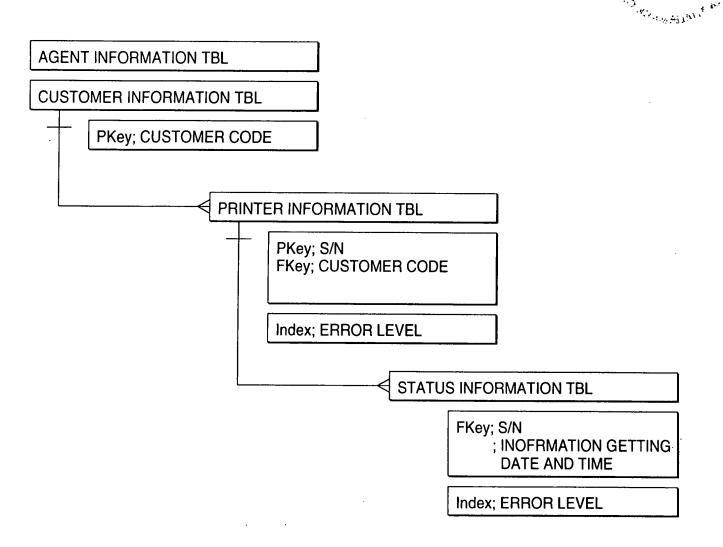
TABLE NAME	FIELD NAME	ATTRIBUTE	SIZE	DESCRIPTION
AGENT INFORMATION	COMPANY NAME	Text	100	MONITOR AGENT INSTALLATION AGENCY NAME
	INSTALLATION DATE	Date/Time	8	MONITOR AGENT INSTALLATION DATE AND TIME
	TEL NUMBER	Text	20	AGENCY TELEPHONE NUMBER
	FAX NUMBER	Text	20	AGENCY FAX NUMBER
	ADMINISTRATOR	Text	100	PERSON IN CHARGE OF ADMINISTRATING MONITOR AGENT
	REMARKS	Text	255	REMARKS INFORMATION
	MONITOR INTERVAL	Number	4	RECEPTION PARTY ADDRESS RECEPTION INTERVAL OF MAIL SENT FROM CUSTOMERS
3	NON-RECEPTION DETERMINATION CRITERION	Number	1	TIMER SPECIFICATION OR INTERVAL SPECIFICATION FOR NON-RECEPTION DETERMINATION
	NON-RECEPTION DETERMINATION	Number	4	NON-RECEPTION DETERMINATION TIME
	SYSTEM LOG SIZE	Number	4	NUMBER OF RECORDS TO DISPLAY PAST INFORMATION OF PRINTER STATUS
CUSTOMER	CUSTOMER CODE	Number	4	CODE ASSIGNED BY SYSTEM
INFORMATION	COMPANY NAME	Text	100	CUSTOMER NAME
	CUSTOMER PILOT TEL NUMBER	Text	20	PILOT TEL NUMBER OF CUSTOMER
	CUSTOMER PILOT FAX NUMBER	Text	20	PILOT FAX NUMBER OF CUSTOMER
[ADDRESS 1	Text	255	CUSTOMER ADDRESS 1
	ADDRESS 2	Text	255	CUSTOMER ADDRESS 2
	REPRESENTATIVE	Text	100	CUSTOMER REPRESENTATIVE
	E-MAIL ADDRESS	Text	128	MAIL ADDRESS OF MACHINE IN WHICH MONITOR AGENT IS INSTALLED
	ADMINISTRATOR MAIL ADDRESS	Text	128	MAIL ADDRESS OF MONITOR AGENT ADMINISTRATOR
	LAST UPDATE DATE AND TIME	Date/time	8	INFORMATION UPDATE DATE AND TIME
l -	REMARKS	Text	255	REMARKS INFORMATION
<u> </u>	ERROR LEVEL	Text		MOST RECENT STATUS A: Fatal B: Warning C: Information D: Default
}-	AGENCY MEMO	Memo		AGENCY MEMO IS STORED
	TRANSMISSION SETTING	Text		INTERVAL SPECIFICATION OR TIME SPECIFICATION FOR TRANSMISSION
	TRANSMISSION DAY UNITS	Text		DAY INTERVALS OF INTERVAL SPECIFICATION TRANSMISSION
	TRANSMISSION TIME	Text	1	TRANSMISSION TIME
	TRANSMISSION INTERVAL	Number		TRANSMISSION INTERVAL PRINTER INFORMATION

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(FIG. 28 CONTINUED)

PRINTER	S/N Text		10	SERIAL NUMBER OF PRINTER
INFORMATION	CUSTOMER CODE	Number	4	EXTERNAL REFERENCE TO CUSTOMER CODE IN CUSTOMER INFORMATION
	PRINTER NAME	Text	40	PRINTER NAME
	PRINTER TYPE	Text	10	PRINTER TYPE: PAGE, SIDM_1, SIDM_2, INJ_1, INJ_2, NO TYPE
	ADMINISTRATION DEPARTMENT	Text	100	ADMINISTRATION DEPARTMENT OF PRINTER
	STATUS	Text	5	STORAGE OF STATUS CODE FROM PRINTER
	ERROR LEVEL	Text	1	MOST RECENT STATUS A: Fatal B: Warning C: Information D: Default
	INFORMATION GETTING DATE AND TIME	Date/Time	8	DATE AND TIME AT WHICH INFORMATION WAS GOTTEN
	INFORMATION UPDATE DATE AND TIME	Date/Time	8	DATE AND TIME AT WHICH INFORMATION WAS UPDATED
	AGENCY MEMO	Memo		MEMO IN AGENCY
STATUS INFORMATION	S/N	Text	10	EXTERNAL REFERENCE TO S/N IN PRINTER INFORMATION
	INFORMATION GETTING DATE AND TIME	Date/Time	8	DATE AND TIME AT WHICH INFORMATION WAS GOTTEN
	ERROR LEVEL		1	HISTORY STATUS FOR EACH PRINTER A: Fatal B: Warning C: Information
	STATUS	Text	5	MAIL TEXT SENT FROM NOMITOR AGENT
;	TONER/INK REMAINING AMOUNT	Number	4	TONER/INK REMAINING AMOUNT IN PRINTER
	INK REMAINING AMOUNT 1	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: BLACK)
	INK REMAINING AMOUNT 2	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: YELLOW)
	INK REMAINING AMOUNT 3	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: MAGENTA)
	INK REMAINING AMOUNT 4	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: CYAN)
	INK REMAINING AMOUNT 5	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: LIGHT CYAN)
	INK REMAINING AMOUNT 6	Number	4	INK REMAINING AMOUNT IN PRINTER (COLOR: LIGHT MAGENTA)
	TOTAL NUMBER OF PLANES	Number	4	TOTAL NUMBER OF PLANES
	IN TERMS OF MONOCHROME PRINT	Number	4	TOTAL NUMBER OF PRINT SHEETS IN TERMS OF MONOCHROME PRINT
[COLOR RATIO	Number	4	
	CONSUMABLES	Text	1	CONSUMABLE FLAG 1: CONSUMABLE 0: OTHERS
	PHOTOSENSITIVE UNIT	Number	4	REMAINING LIFE OF PHOTOSENSITIVE UNIT
ſ -	OIL ROLL	Number	4	
	WASTE TONER	Number	4	WASTE TONER BOX USED AMOUNT

FIG. 29



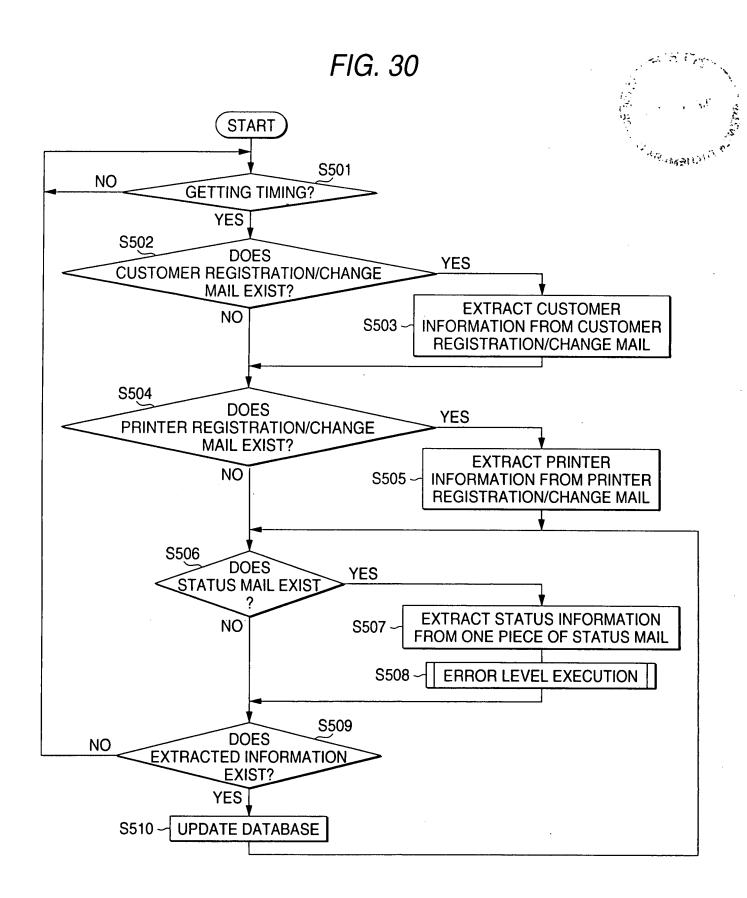
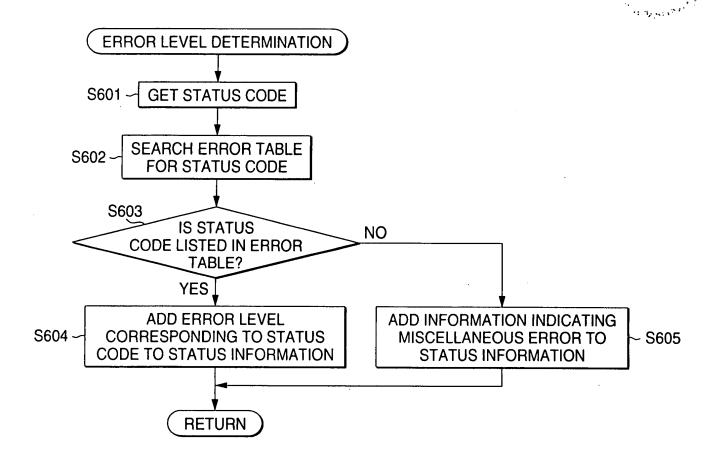
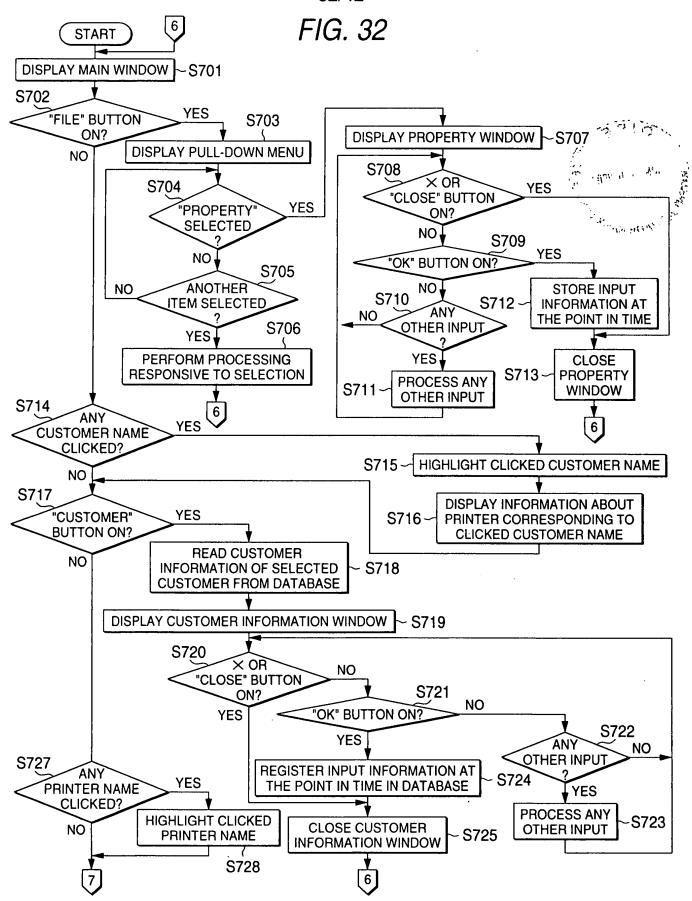
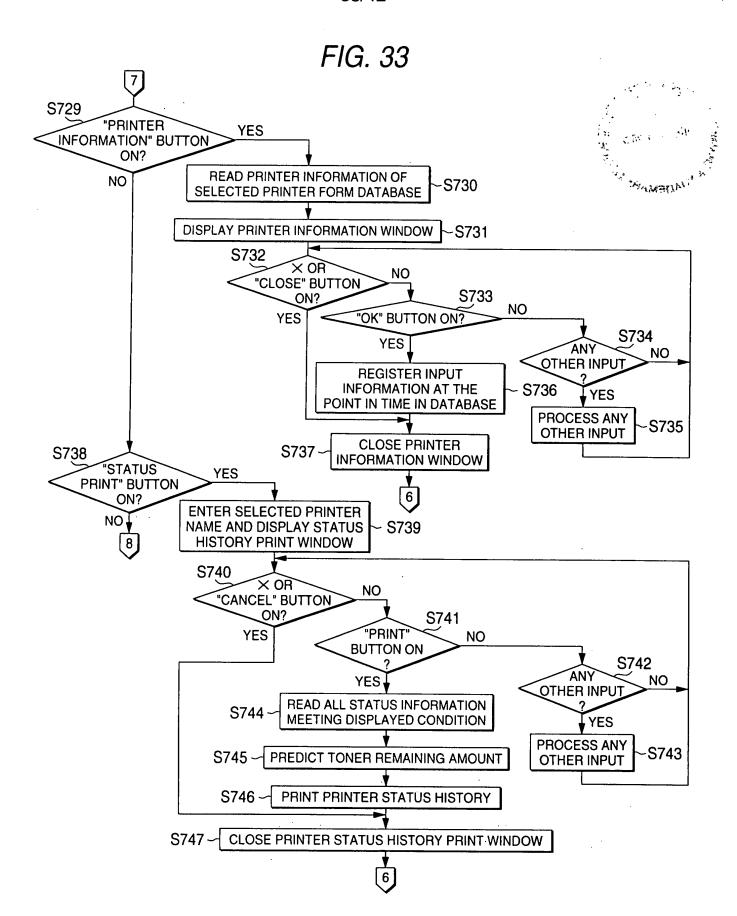


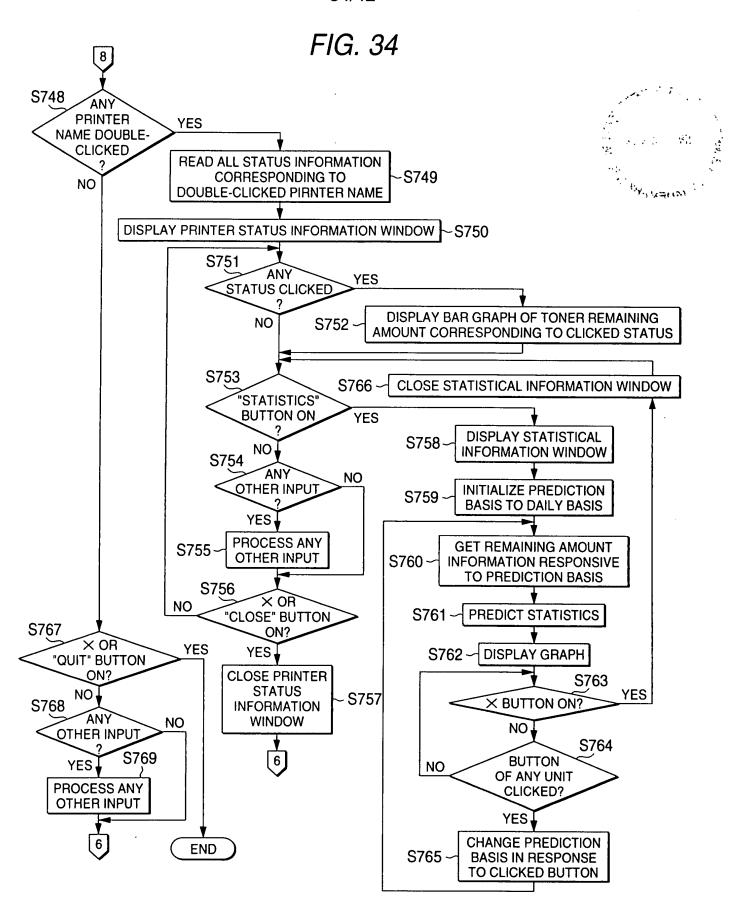
FIG. 31



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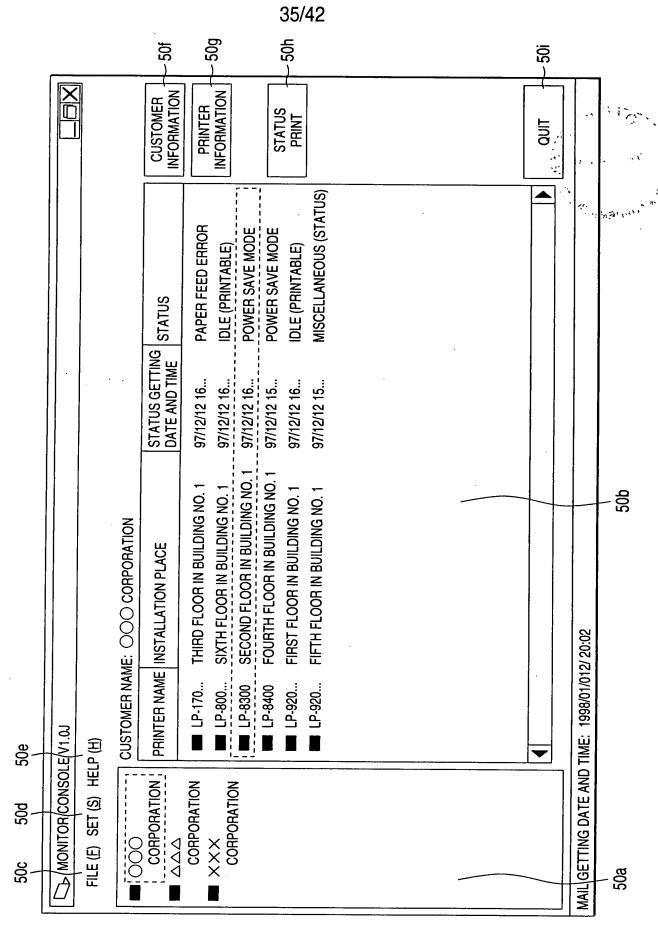


FIG. 36

□ PROPERTY	× × ×
_ MONITOR	
MAIL RECEPTION INTERVAL: HOURS 1 MINUTES	CLOSE
NON-RECEPTION DETERMINATION CRITERION	
TIMER SPECIFICATION: 24 HOURS	
O DAILY SPECIFICATION:	
_ LOG	1
TRANSMISSION LOG MAXIMUM SIZE: 1000 kBytes	
	•

X		Š	CLOSE	DELETE							The party of	· 16
CUSTOMER INFORMATION	CUSTOMER INFORMATION	CUSTOMER NAME: ○X△ CORPORATION	ADDRESS:	TEL NO.:	ADMINISTRATOR:	MAIL ADDRESS:	TRANSMISSION INTERVAL: HOURS MINUTES ONCE EVERY DAYS	REMARKS:		AGENCY MEMO:		

FIG. 38	B. Carrier
→ PRINTER INFORMATION	· X
CUSTOMER NAME: OO CORPORATION PRINTER INFORMATION PRINTER NAME: LP-8300 PRINTER TYPE: S/N:	OK CLOSE
INSTALLATION PLACE:	DELETE PRINTER
AGENCY MEMO:	

FIG. 39

X
OK
ANCEL

FIG. 40/

		STATUS	IDLE (PRINTABLE) IDLE (PRINTABLE) IDLE (PRINTABLE) SUPPLY REQUIRED	
		ERROR LEVEL	1 1 VALUE) VALUE)	
1997/11/04 11:21:54	DRESS: aspa@xxx.xxx.co.jp)		80% 70% 1 55% 38% (PREDICTED VALUE) 20% (PREDICTED VALUE)	
Status Report:	○△× CORPORATION (MAIL ADDRESS: aspa@xxx.xxx.co.jp) LP-9200s	PRINT PERIOD: 97/11/04 ~ 97/11/08 INFORMATION WAS GOTTEN AT: TONER REMAINING AMOUNT	97/11/04 12:30:00 97/11/05 12:30:00 97/11/06 12:30:00 97/11/07	

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FIG. 40B

		STATUS IDLE (PRINTABLE) IDLE (PRINTABLE) IDLE (PRINTABLE) IDLE (PRINTABLE) SUPPLY REQUIRED	
		ERROR LEVEL 1 1 1 1 1 1 1 1	
1997/11/25 11:21:54	DRESS: aspa@xxx.xxx.co.jp)	TONER REMAINING AMOUNT ERROR 50% 1 42% 30% 1 10% (PREDICTED VALUE)	
Status Report:	○△× CORPORATION (MAIL ADDRESS: aspa@xxx.xxx.co.jp)	PRINT PERIOD: 97/11/04 ~ 97/11/08 INFORMATION WAS GOTTEN AT: TONER REMAINING AMOUNT 97/11/04 12:30:00 97/11/14 12:30:00 97/11/18 12:30:00 97/11/25 12:30:00 97/12/02	

27

			/	
STATUS INFORMATION				
CUSTOMER NAME: OOO CORPORATION (PRINTER NAME: LP-9200S)				CLOSE
TONER REMAINING AMOUNT:				HELP
	} 54b	39% S 54e	TATISTICS (54d	
i 98/01/16 14:52:49 i 98/01/16 14:20:25	IDEL	US (PRINTABLE) (PRINTABLE)		DISPLAY ITEMS ERROR CONSUMABLES ALL
				J
54a				

FIG. 42A

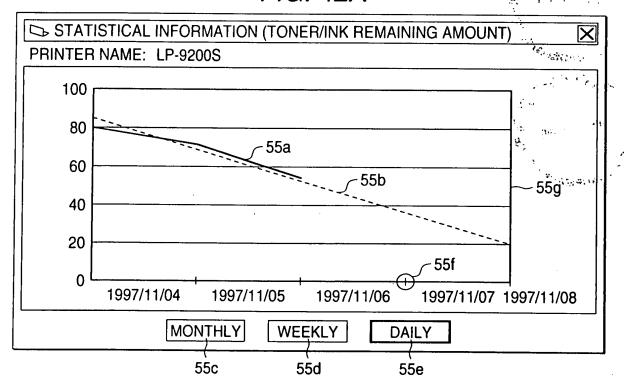


FIG. 42B

